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AZ CORP COMMISSION
DOCUMENT CONTROL

SW 02361A-05-0657

May 30th, 2006

Re: Black Mountain Sewer Company – Request for Rate Increase

Dear Commissioner,

We strongly urge you to deny the rate increase requested by Black Mountain Sewer Corporation. In our 3 ½ year experience as customers we have found them to be careless, unresponsive, untruthful and arrogant.

Our home abuts one of their lift stations and despite a documented history of spills, blockages and failed equipment; they have continued to place profits above their responsibilities to serve the public. Our Association of 33 homes pays over \$15,000 per year in fees to Black Mountain and in return we receive the use of a system that produces almost constant odor with intermittent total breakdowns necessitating the use of pumping trucks to haul percolating sewage to other locations. Even being aware of the potential impact on the impending hearing, the system is now totally shut down again due to faulty equipment and has been pumped for hours three times in the last six days, removing an estimated 20,000 gallons of sewage to be deposited somewhere else. The noise and odor are terrible.

It is well known that the lift station is over 40 years old and is actually a series of septic tanks which have been jury-rigged into a makeshift pumping facility. Before he was fired, the BMSC engineer, himself, blew the whistle on the "poor hydraulic design". Instead of committing any serious investment to the replacement of either this relic or to the whole antique infrastructure, the BMSC people continue the "band-aid" approach, blaming the lack of funding from the home office. The result has been (1) raw sewage running down our street when the system stops, (2) raw sewage exploding from our toilets as the system is pressurized, and (3) daily odor punctuated by overwhelming stench when the system fails. When pressed for answers or results, the company's public approach has been to ignore, deny, obfuscate or threaten suit.

Please use this opportunity to send a message to this company that no matter how fast Arizona is growing that we still have time to care about the health, safety and rights of our citizens.

Sincerely yours,

Melody Wetmore
Buel Wetmore